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ABSTRACT

This document presents the Ohio Integrated Technical and Academic Competency (ITAC) profile for administrative office technology, which is a comprehensive listing of 58 occupational skill competencies deemed essential for Ohio graduates of programs in office technology. The document begins with an introduction to the ITAC system, a list of professionals involved in the identification of competencies for administrative office technology, and an overview of the administrative office technology field today and its likely development in the future. The overview is followed by sections for each of seven competency areas identified. Each section consists of lists of the occupational skill competencies accompanied by key indicators for assessing mastery of the specialty and foundation skills constituting each individual competency. The competency areas are office operations; leadership and management; finance and accounting; economics; communications; technology applications; and professional and career development. The competencies reflect the job opportunities and skills required for employment in the field as identified through extensive research and input from industry, labor, professional organizations, and other stakeholders in the administrative office technology field. Critical academic, employability, and information technology skills have been integrated throughout the list to support the technical skills presented. The competencies are organized so that they can be clustered or grouped in a modular approach and used as the basis for curriculum development in Ohio's secondary, adult, and postsecondary programs. (MN)

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● *Administrative Office Technology* **FasTrak**

Specialization Integrated Technical and Academic Competency (ITAC)

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Administrative Office Technology

Acknowledgements

Overview

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Introduction to the Specialization ITAC

Revised 2001

The Ohio Integrated Technical and Academic Competency (ITAC) profiles are developed under the auspices of the Ohio Department of Education and the Ohio State Board of Education. They provide a broad-based educational response to Ohio's need for a skilled workforce. Each Specialization ITAC represents a profile of the professional or occupational competencies deemed essential for a graduate to perform proficiently when he or she graduates from the specialization workforce development programs in Business and Marketing, Industrial and Engineering Systems, Health Occupations, or Family and Consumer Sciences. The Specialization ITAC profile, in conjunction with the competencies identified in the Foundation and Clusters ITACs, provide a career pathway that can lead to employment or further education.

Process and Intent

The integrated competency lists are the result of all encompassing research and review of existing competency profile lists and includes input from industry, labor, professional organizations, professional and industrial representation, and national standards for a specific industry/profession. Representatives from a broad cross-section of Ohio professional organizations, businesses/professions, industry, and labor played a critical role in identifying current and future knowledge and skills for the industry, and defining the vision and scope of the profession/industry. The instructional methods and teaching strategies are the responsibility of the local school system and/or instructor.

Curriculum Applications Using the ITAC Competency Profiles

Each profile includes a comprehensive listing of occupational skill competencies that reflect the job opportunities and skills that are required to work in a specific profession/career pathway. Critical academic, employability and information technology skills have been integrated throughout the list to support the technical skills. These competency profiles will be used as the basis for curriculum development in Ohio's secondary, adult, and post-secondary programs. The specialization competency profiles are organized so that they can be clustered or grouped in a modular approach. Individual curriculum specialists can use the competencies profiles to develop instructional programs based on local needs as determined in conjunction with their local advisory committees. i.e., the specialization cluster academy approach. Final assessments will be designed to accompany each profile list and to accommodate student evaluation by modules.

Career Pathways | FasTrak ITACs

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Overview

Administrative Office Technology

When you phone or walk into any business or industry, you are likely to be greeted by an Administrative Office Technologist. Administrative Office Technologists are employed in virtually every business/industry. Job titles vary within this field, including Secretary, Administrative Assistant, Office Clerk, Legal Secretary, Medical Secretary, and Receptionist, as well as many others.

In the *Ohio Job Outlook to 2008*, Administrative Office Technology occupations are grouped among those projected to gain the most employment and/or growing the fastest. Clerical Administrative Support occupations had an annual employment of 914,110 in 1998 with projected employment in 2008 of 984,160. This reflects an increase of 70,050 or 7.7 percent. Total annual openings are projected to be 25,745 per year. Within this area, General Office Clerks are ranked as fifth among occupations in Ohio with the most annual job openings for 1998-2008 while receptionists and information clerks ranked 18th; and secretaries, (except legal and medical) ranked 21st.

The field of Administrative Office Technology is ever changing. As the information technology era progresses, the responsibilities of the administrative office technologist have expanded greatly. Those employed in this field experience a broader ability to make decisions and direct tasks. Technology is utilized to conduct research, communicate with clients and among co-workers, plan and deliver meetings, and coordinate schedules. Advanced computer application skills are essential along with the ability to do initial troubleshooting of technology. This field also calls for flexibility; excellent interpersonal skills; project coordination; and the ability to work well with all levels of internal management and staff, as well as outside clients and vendors.

Administrative Office Technologists are a vital part of today's business economy. They serve as an essential link between the business and the clients it serves. Opportunities for the administrative office technologist are limited only to the employee's ambitions. The expansion of opportunities is reflected in research conducted by Office Team, a division of Robert Half International Company. In a survey of 150 executives with the nation's 1,000 largest companies:

- Fifty-six percent of executives believe that administrative assistance will impact the selection and implementation of new technologies.
- The areas in which administrative assistants will assume more responsibility at the entry-level capacity by 2005 include Internet research, desktop publishing, help desk or training and assistance, and web page development.
- Sixty-five percent of executives say that administrative assistants will be relied upon for project management expertise by 2005.
- Sixty-five percent of executives expect the title for administrative assistants will include the word "coordinator" by the year 2005.

The field of Administrative Office Technology is one of excitement and change. Those employed in this field will be required to continually update/upgrade their skills. In return they will receive a more challenging, self-directed work environment from which many rewards will be gained.

02.00.00.0 Administrative Office Technology

02.01.00.0 Office Operations

02.01.01.0 Analyze trends and issues in business and management

Key Indicators-Foundation:

02.01.01.01 Identify types of business enterprises and trends affecting them

02.01.01.02 Analyze influences on trends and issues in business and management

02.01.01.03 Analyze historical, social, and political factors affecting trends and issues in business and management

02.01.02.0 Apply analytical skills in business operations

Key Indicators-Specialty:

02.01.02.01 Determine the results from implementing solutions

Key Indicators-Foundation:

02.01.02.02 Determine whether information is sufficient, insufficient, or extraneous when solving business problems

02.01.02.03 Interpret data needed to solve problems and make decisions

02.01.02.04 Apply information from tables, charts, and graphs to problem-solving and decision-making

02.01.02.05 Interpret workflow and organizational charts

02.01.02.06 Apply logic skills to business decisions

02.01.02.07 Calculate estimates based on given data

02.01.02.08 Use algebraic equations to solve unknowns

02.01.03.0 Perform scheduling functions

Key Indicators-Specialty:

02.01.03.01 Create an electronic calendar

02.01.03.02 Maintain electronic calendar

02.01.03.03 Identify need for managing schedules across projects

02.01.03.04 Identify software sources of electronic calendars

Key Indicators-Foundation:

02.01.03.05 Maintain appointment calendars

02.01.03.06 Maintain schedules

02.01.03.07 Manage scheduling conflicts

02.01.03.08 Create calendar/schedules of activities (itineraries)

02.01.03.09 Identify the need for management across projects

02.01.04.0 Conduct meeting and other group function

Key Indicators-Specialty:

02.01.04.01 Use an electronic calendar to schedule meeting

02.01.04.02 Make arrangement for technology needs for meeting (e.g., computers, Internet connection)

02.01.04.03 Maintain record of meeting proceedings

02.01.04.04 Make travel arrangements for participants and speakers

Key Indicators-Foundation:

02.01.04.05 Plan meetings

02.01.04.06 Apply parliamentary procedure during meetings

02.01.04.07 Schedule meetings

02.01.04.08 Prepare agendas

02.01.04.09 Make necessary meeting room arrangements

02.01.04.10 Make arrangements for participants' special needs (e.g., dietary, hearing, handicap access, foreign language interpreter)

02.01.04.11 Facilitate meetings

02.01.04.12 Participate in group discussions and meetings

02.01.04.13 Communicate roles and responsibilities of committee members and officers

02.01.05.0 Coordinate travel

Key Indicators-Specialty:

02.01.05.01 Identify traveler's preferences

02.01.05.02 Research travel resources

02.01.05.03 Utilize information from travel agents

02.01.05.04 Use Internet travel information

02.01.05.05 Arrange for transportation and lodging

02.01.05.06 Finalize arrangements

02.01.05.07 Prepare itineraries

02.01.05.08 Prepare expense reports

02.01.05.09 Identify international travel concerns (e.g., health, customs, restrictions, driving, passport, visa, and time changes)

02.01.05.10 Calculate exchange rates

02.01.06.0 Maintain a records management system

Key Indicators-Specialty:

02.01.06.01 Select filing method (i.e., alphabetical, chronological, numerical, geographical, subject)

02.01.06.02 Sort documents and integrated media according to selected filing method

02.01.06.03 Store documents and integrated media according to selected filing method

02.01.06.04 Apply cross-referencing and logging systems for files

02.01.06.05 Determine storage media to be used (e.g., paperbase, database, micrographics, image technologies)

02.01.06.06 Create new files

02.01.06.07 Update files

02.01.06.08 Maintain a tickler file

02.01.06.09 Assist in determining and updating retention schedule

02.01.06.10 Secure files for legality and confidentiality

02.01.06.11 Maintain master list of file categories and their locations

02.01.06.12 Comply with the laws regulating privacy and legal issues for sharing information

02.01.06.13 Develop a system for maintaining necessary company records

02.01.06.14 Maintain secured and protected filing systems

02.01.06.15 Store materials within appropriate filing systems

02.01.06.16 Retrieve requested materials from established filing systems

02.01.06.17 Purge filing systems in accordance with company policy

02.01.07.0 Maintain supplies and equipment

Key Indicators-Specialty:

02.01.07.01 Assess equipment/software malfunctions

02.01.07.02 Determine sources for repair

02.01.07.03 Request repairs on equipment

02.01.07.04 Write bid requirements for equipment and supply orders

02.01.07.05 Obtain bids from multiple sources

02.01.07.06 Order new supplies and equipment

02.01.07.07 Determine the risks of payment (e.g., credit cards, cash, check, debit cards)

02.01.07.08 Identify the flow for ordering and paying for supplies/equipment on-line

02.01.07.09 Adhere to supply budget

02.01.07.10 Update equipment/software enhancements

02.01.07.11 Maintain equipment/supplies inventory and maintenance records
02.01.07.12 Receive/verify delivered supplies and equipment
02.01.07.13 Store/secure supplies and equipment
02.01.07.14 Distribute supplies and equipment

Key Indicators-Foundation:

02.01.07.15 Select inventory control system (periodic, perpetual, dollar, LIFO, FIFO)
02.01.07.16 Manage inventory manually and electronically
02.01.07.17 Maintain inventory control records system
02.01.07.18 Identify reasons for inventory shrinkage
02.01.07.19 Prepare inventory records report

02.01.08.0 Perform shipping functions

Key Indicators-Foundation:

02.01.08.01 Identify various classes of shipments
02.01.08.02 Sort/distribute shipments
02.01.08.03 Identify requirements for shipments
02.01.08.04 Select shipment method appropriate for shipping needs (electronic options and manual methods)

02.01.09.0 Perform mail functions

Key Indicators-Specialty:

02.01.09.01 Process outgoing mail (e.g., manual and computer postage)
02.01.09.02 Maintain mail and distribution lists
02.01.09.03 Identify various classes of mail
02.01.09.04 Sort/distribute mail
02.01.09.05 Identify delivery requirements
02.01.09.06 Select delivery method appropriate for mailing needs

02.01.10.0 Receive visitors

Key Indicators-Specialty:

02.01.10.01 Greet visitors according to company policy and security
02.01.10.02 Initiate contact with visitors by offering assistance
02.01.10.03 Direct/assist visitors to appropriate person/location
02.01.10.04 Maintain visitors' log
02.01.10.05 Screen visitors
02.01.10.06 Maintain reception area

02.01.11.0 Maintain safe working environment

Key Indicators-Specialty:

02.01.11.01 Follow government regulations pertaining to safety
02.01.11.02 Follow company health, safety, and security procedures
02.01.11.03 Identify the ergonomic concerns
02.01.11.04 Modify work environment to continuously meet health, security, and safety standards
02.01.11.05 Identify the benefits of health, wellness, and safety programs

02.02.00.0 Leadership and Management

02.02.01.0 Identify key elements of business ownership

Key Indicators-Specialty:

02.02.01.01 Identify characteristics of not-for-profit and non-profit businesses

Key Indicators-Foundation:

02.02.01.02 Identify parts of a business plan
02.02.01.03 Identify relationship between the business plan and the business organization

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02.02.01.04 Identify types of business ownership and the characteristics of each

02.02.01.05 Identify advantages and disadvantages of various types of business ownership

02.02.02.0 Analyze business-management practices

Key Indicators-Foundation:

02.02.02.01 Identify functions of management

02.02.02.02 Identify areas of management (i.e., human resources, financial, facility, inventory, information systems, logistics, marketing, accounting) and their relationship to business functions

02.02.02.03 Analyze management levels and the role of each in an organization

02.02.03.0 Build customer service

Key Indicators-Foundation:

02.02.03.01 Identify organization's products and services (including own strengths as a sales agent)

02.02.03.02 Identify customers (internal and external)

02.02.03.03 Recognize the importance of all customers to the business

02.02.03.04 Determine customer's individual needs

02.02.03.05 Interact with customers in a professional manner (i.e., prompt, friendly, courteous, helpful)

02.02.03.06 Follow through on commitments made to customers

02.02.03.07 Communicate business policies to customers

02.02.03.08 Handle customer complaints in accordance with customer service policy

02.02.03.09 Facilitate customer service through the maintenance of key information systems

02.02.03.10 Maintain customer database

02.02.04.0 Build customer and coworker relations

Key Indicators-Foundation:

02.02.04.01 Provide needed information to customers and coworkers in a considerate, timely, respectful manner

02.02.04.02 Project a professional business image (i.e., appearance, voice, grammar, word usage, enunciation, nonverbal communication)

02.02.04.03 Demonstrate business professionalism through the use of appropriate manners in accordance with established protocols and company policies

02.02.05.0 Evaluate issues related to leadership and managerial ethics

Key Indicators-Specialty:

02.02.05.01 Apply conflict resolution techniques

Key Indicators-Foundation:

02.02.05.02 Investigate the nature of leadership and managerial ethics

02.02.05.03 Research the history of leadership and management theory

02.02.05.04 Analyze current issues in leadership and management ethics

02.02.05.05 Determine the impact that various employment and social laws may have on leading and managing business

02.02.06.0 Analyze ethical business behavior

Key Indicators-Foundation:

02.02.06.01 Analyze current trends in computer and business ethics

02.02.06.02 Identify various types of ethical and unethical business practices

02.02.06.03 Interpret codes of ethics for given businesses

02.02.06.04 Identify potential consequences of unethical business practices

02.02.07.0 Demonstrate employee ethics

Key Indicators-Specialty:

02.02.07.01 Exhibit professional behavior with regard to office politics and gossip

02.02.07.02 Respect coworkers

02.02.07.03 Ensure confidentiality in handling sensitive issues

Key Indicators-Foundation:

02.02.07.04 Analyze current issues in employee ethics

02.02.07.05 Identify types of ethical employee behaviors

02.02.07.06 Identify ethics established by business

02.02.07.07 Identify unethical behaviors

02.02.07.08 Identify potential consequences of unethical behaviors

02.03.00.0 Finance and Accounting

02.03.01.0 Perform basic accounting functions

Key Indicators-Specialty:

02.03.01.01 Complete employee withholding forms, exemption forms, and other financial forms

02.03.01.02 Prepare payables/receivables

02.03.01.03 Prepare budgets

02.03.01.04 Prepare financial reports

02.03.01.05 Identify differences in accounting for proprietorship, partnership, and corporation

Key Indicators-Foundation:

02.03.01.06 Identify the purposes of basic accounting functions

02.03.01.07 Apply generally accepted accounting principles (GAAP) and procedures

02.03.01.08 Employ computer accounting applications

02.03.01.09 Calculate payrolls (manually and using automation)

02.03.01.10 Prepare balance sheets and profit/loss statements

02.03.01.11 Interpret inventory control system data

02.03.02.0 Analyze financial data

Key Indicators-Foundation:

02.03.02.01 Analyze financial reports using both electronically and manually reported data

02.03.02.02 Evaluate cost-profit relationships

02.03.02.03 Predict financial outcomes relative to business decisions and financial data

02.03.03.0 Analyze credit issues

Key Indicators-Specialty:

02.03.03.01 Calculate percentage rates (i.e., yearly, term, 90 days)

02.03.03.02 Calculate finance charges

02.03.03.03 Determine appropriate credit method for different situations

02.03.03.04 Determine credit-worthiness of a client

Key Indicators-Foundation:

02.03.03.05 Analyze differences in uses of credit cards, debit cards, installment loans, term loans, and commercial loans

02.03.03.06 Identify factors involved in issuing credit

02.03.03.07 Identify the components of credit reports

02.03.04.0 Develop a financial plan

Key Indicators-Specialty:

02.03.04.01 Develop a proposal for a financial plan

02.03.04.02 Gather input on a proposed financial plan

02.03.04.03 Revise a proposed financial plan

02.03.04.04 Recommend a financial plan

Key Indicators-Foundation:

02.03.04.05 Identify components of a financial plan

02.03.04.06 Compare various sources of capital and types of loans

02.03.04.07 Compare methods of financing given business and personal endeavors

02.03.04.08 Set long-term financial goals and objectives (business and personal)

02.03.05.0 Perform banking functions

Key Indicators-Specialty:

02.03.05.01 Maintain petty cash fund

02.03.05.02 Identify steps in handling returned checks, credit-card deposits, and overpayments

Key Indicators-Foundation:

02.03.05.03 Maintain a checkbook including reconciliation

02.03.05.04 Complete bank deposit/withdraw records

02.03.05.05 Inspect currency for counterfeit bills, check authenticity, credit-card fraud, and smart-card fraud, check-card fraud, and electronic currency fraud

02.03.05.06 Calculate the cost of accepting credit cards

02.04.00.0 Economics

02.04.01.0 Apply business economic concepts

Key Indicators-Foundation:

02.04.01.01 Identify economic resources

02.04.01.02 Analyze the function of money

02.04.01.03 Identify the difference between economics and economic activity

02.04.01.04 Identify the relationship between business, society, and government

02.04.01.05 Apply the concept of economic goods and services to given business situations

02.04.01.06 Apply the concept of utility to given business situations

02.04.01.07 Apply the concept of supply and demand to given business situations

02.04.01.08 Apply the concept of competition to given business situations

02.04.01.09 Apply the concept of price to given business situations

02.04.01.10 Apply the concept of opportunity cost to given business situations

02.04.01.11 Identify types of economic systems

02.04.01.12 Identify factors that influence management decisions

02.04.02.0 Analyze economic indicators and trends

Key Indicators-Specialty:

02.04.02.01 Identify business cycles

02.04.02.02 Investigate the nature of current and past economic problems

02.04.02.03 Identify leading indicators

02.04.02.04 Identify lagging indicators

02.04.02.05 Project economic outcomes based on indicators and trends

02.04.03.0 Analyze international business

Key Indicators-Specialty:

02.04.03.01 Identify forms of international business activities

02.04.03.02 Identify barriers to international business activities

02.04.03.03 Identify efforts being made to develop a global economy

02.04.03.04 Identify the steps in the formation of international businesses

02.04.03.05 Identify legal responsibilities of international business

02.04.03.06 Identify joint venture options in international business

02.04.03.07 Identify the risks/rewards of international business

02.04.03.08 Identify the impact of exchange rates on international transactions

02.04.03.09 Examine the influence of political, social, and cultural factors on international business

02.04.03.10 Identify the effects of foreign trade on the US economy

02.04.04.0 Communicate with international and culturally diverse audiences

Key Indicators-Specialty:

02.04.04.01 Evaluate foreign audience demographics

02.04.04.02 Identify the impact of customs and cultural differences that affect business communications

02.04.04.03 Identify strategies needed for communicating with international and culturally diverse audiences

02.04.04.04 Gather information needed for international business communication

02.04.04.05 Refine verbal and nonverbal communication skills to fit international audience

02.04.05.0 Analyze business law

Key Indicators-Specialty:

02.04.05.01 Analyze the relationship between ethics and business law

Key Indicators-Foundation:

02.04.05.02 Identify the impact civil and criminal laws may have on specific business elements and practices

02.04.05.03 Identify the impact business laws and jurisdictions may have on specific business elements or operations

02.04.05.04 Demonstrate knowledge of contract law

02.04.06.0 Follow intellectual property rights and copyright laws

Key Indicators-Specialty:

02.04.06.01 Explain the purpose of intellectual property rights and copyrights (i.e., patents, copyrights, licenses, trademarks, rights of originator)

02.04.06.02 Define proprietary

02.04.06.03 Explain legal ownership of proprietary material

02.04.06.04 Explain legal issues of stock image/text usage

02.04.06.05 Explain reproduction licensing

02.05.00.0 Communications

02.05.01.0 Apply communication skills

02.05.01.01 Follow written and oral instructions

02.05.01.02 Clarify instructions

02.05.01.03 Apply basic rules for grammar and word usage

02.05.01.04 Apply basic rules for the construction of effective sentences and paragraphs

02.05.01.05 Ensure word accuracy (e.g., spelling, definitions)

02.05.01.06 Apply basic rules governing punctuation, capitalization, abbreviations, word division, and numbers

02.05.01.07 Ensure the quality of completed documents by proofreading, editing, and making corrections

02.05.01.08 Refine verbal and nonverbal communication skills (e.g., language, voice tone, discussion methods, pre-planned conversation outcome, attitude, body language, sensitivity, empathy)

02.05.01.09 Apply listening skills

02.05.01.10 Use communication reference tools in daily work (e.g., dictionary, style manual, word division guide, spell-check, grammar check, Thesaurus)

02.05.01.11 Collaborate with individuals to solve business-related problems

02.05.01.12 Assist others with learning new tasks

02.05.01.13 Refine verbal and non-verbal communications

02.05.02.0 Compose documents

Key Indicators-Specialty:

02.05.02.01 Identify audience

02.05.02.02 Evaluate demographic variables

02.05.02.03 Research topical area

02.05.02.04 Collect data

02.05.02.05 Organize data

02.05.02.06 Draft documents in accordance with all relevant rules and guidelines for effective communications

02.05.02.07 Edit draft documents

02.05.02.08 Generate final, error-free documents

02.05.03.0 Create technical documents

Key Indicators-Specialty:

02.05.03.01 Evaluate technical writing requirements

02.05.03.02 Conduct technical research

02.05.03.03 Design technical documentation

02.05.03.04 Write technical reports

02.05.04.0 Deliver business presentation

Key Indicators-Specialty:

02.05.04.01 Evaluate audience and demographic variables

02.05.04.02 Research information

02.05.04.03 Compose presentation

02.05.04.04 Prepare presentation materials and audiovisuals

02.05.04.05 Present presentation

Key Indicators-Foundation:

02.05.04.06 Identify types of presentations for business use

02.05.04.07 Outline presentations

02.05.04.08 Enhance presentation delivery using technology

02.05.04.09 Project a professional image

02.05.05.0 Communicate using telecommunication tools

Key Indicators-Specialty:

02.05.05.01 Maintain telephone lists

02.05.05.02 Transmit facsimile using FAX machine or computer

02.05.05.03 Determine most efficient method for data transmission

02.05.05.04 Access information and services using electronic communication systems (e.g., electronic bulletin boards, information services, electronic library retrieval services, worldwide networks, electronic banking, computer conferencing, web pages)

02.05.05.05 Comply with regulations and agency standards related to telecommunications

02.05.05.06 Select appropriate method of communicating

Key Indicators-Foundation:

02.05.05.07 Apply company policies regarding use of telecommunications tools (telephones, voice mail, e-mail, instant messaging, cell phones, pagers, video conferencing, teleconferencing systems)

02.05.05.08 Operate telecommunications equipment in accordance with company policy

02.05.05.09 Communicate via multiple systems (e.g., telephones, voice mail, e-mail, and instant messaging, cell phones, pagers, video-conferencing, teleconferencing systems)

02.05.05.10 Maintain up-to-date status concerning new and emerging communication technologies

02.05.05.11 Record complete and accurate messages when using telephone, voice mail, or pagers

02.05.05.12 Transmit complete and accurate messages when using telephone, voice mail, or pagers

02.05.05.13 Follow established telephone etiquette

02.05.06.0 Use business e-mail procedures

Key Indicators-Specialty:

02.05.06.01 Apply standard grammar, spelling, and punctuation in e-mail messages

02.05.06.02 Use professional standards when using electronic equipment

02.05.06.03 Maintain distribution lists

02.05.06.04 Use e-mail etiquette

02.05.06.05 Use appropriate distribution of e-mail including forwarding of e-mail messages

02.05.06.06 Reply to e-mail (to all, to sender, to others)

02.05.06.07 Use e-mail attachments

02.05.06.08 Utilize virus detection

02.05.06.09 Inform co-workers of e-mail virus according to company policy

02.05.06.10 Use e-mail tools

02.05.07.0 Conduct business research

Key Indicators-Specialty:

02.05.07.01 Identify business problems that require research

02.05.07.02 Investigate issues associated with business problems

02.05.07.03 Collect primary data (electronically and manually)

02.05.07.04 Collect secondary data (electronically and manually)

02.05.07.05 Use electronic research techniques

02.05.07.06 Analyze data

02.05.07.07 Evaluate alternative solutions

02.05.07.08 Determine the most appropriate solution

02.05.07.09 Report findings

02.06.00.0 Technology Applications

02.06.01.0 Analyze the role of technology in business

Key Indicators-Specialty:

02.06.01.01 Describe impact of computer technology on the workplace

Key Indicators-Foundation:

02.06.01.02 Explain the benefits and drawbacks of technological advancements

02.06.01.03 Research future trends in technology

02.06.01.04 Identify the impact of technology on business

02.06.02.0 Demonstrate computer knowledge

Key Indicators-Specialty:

02.06.02.01 Use basic computer terminology

02.06.02.02 Identify basic components of the computer

02.06.02.03 Demonstrate basic computer usage (boot-up to shut down)

02.06.02.04 Identify advantages/disadvantages of operating in a network environment

02.06.02.05 Operate computers in a network or in a stand-alone environment

02.06.02.06 Manage files and disks (e.g., hard drives, floppy disks, zip disks)

02.06.02.07 Ensure that computers are virus-free using computer virus detector program

02.06.02.08 Demonstrate ethical behavior in computer use

02.06.02.09 Assess computer software needs

02.06.02.10 Assess computer hardware needs

02.06.02.11 Access information using CD ROM hardware

02.06.02.12 Install/configure software programs

02.06.02.13 Create or select icons using icon program manager

02.06.02.14 Use on-line services for business purposes

02.06.03.0 Create word-processing documents for business applications

Key Indicators-Specialty:

02.06.03.01 Integrate word-processing files with other application software (e.g., database, spreadsheet, graphics, and desktop publishing files)

02.06.03.02 Perform special word-processing functions (e.g., borders, shading, columns, tables)

02.06.03.03 Edit documents using software features

02.06.03.04 Apply relevant rules and guidelines for effective communication

02.06.03.05 Save/store documents

02.06.03.06 Retrieve documents

02.06.03.07 Print documents

02.06.03.08 Send document electronically

02.06.03.09 Make additions to specialized dictionaries and style sheets

02.06.03.10 Annotate reports

Key Indicators-Foundation:

02.06.03.11 Follow written/oral instructions and specifications for preparing word- processing files

02.06.03.12 Compose documents in accordance with established company format and style

02.06.04.0 Perform computer business graphics functions

Key Indicators-Specialty:

02.06.04.01 Merge graphics files with word-processing, database, desktop publishing, spreadsheet files, electronic communications, or websites

02.06.04.02 Save/store graphics

02.06.04.03 Retrieve graphics

02.06.04.04 Use graphics according to legal and ethical standards

02.06.04.05 Create graphic designs

02.06.04.06 Edit graphic designs

02.06.04.07 Print graphics

02.06.05.0 Perform desktop publishing functions for business applications

Key Indicators-Specialty:

02.06.05.01 Design publications

02.06.05.02 Comply with copyright laws

02.06.05.03 Select method of binding or distribution (printed or electronic)

02.06.05.04 Merge word-processing, graphics, database, and spreadsheet files

02.06.05.05 Save/store documents

02.06.05.06 Retrieve documents

02.06.05.07 Print documents

Key Indicators-Foundation:

02.06.05.08 Create a document using desktop publishing functions

02.06.05.09 Import data

02.06.05.10 Scan images

02.06.05.11 Produce a publication

02.06.06.0 Create spreadsheets for business applications

Key Indicators-Specialty:

02.06.06.01 Create/format spreadsheets

02.06.06.02 Create/enter formulas in spreadsheets

02.06.06.03 Copy/move spreadsheet cells and ranges

02.06.06.04 Enter data on spreadsheets

02.06.06.05 Apply data sort, data query, data fill, and data distribution functions

02.06.06.06 Export spreadsheet files to word-processing, graphics, desktop publishing, and database files

02.06.06.07 Proofread/edit/correct completed spreadsheets

02.06.06.08 Save/store spreadsheets

02.06.06.09 Retrieve spreadsheets

02.06.06.10 Print spreadsheets

02.06.06.11 Link spreadsheet files

02.06.06.12 Interpret data from spreadsheets

02.06.06.13 Analyze data from spreadsheets

02.06.06.14 Prepare reports based on spreadsheet data

Key Indicators-Foundation:

02.06.06.15 Gather information needed to create usable spreadsheet files according to company needs

02.06.06.16 Follow written and oral instructions and specifications for preparing spreadsheets

02.06.06.17 Perform special spreadsheet functions (i.e., products, summations, percentages)

02.06.07.0 Create databases for business applications

Key Indicators-Specialty:

02.06.07.01 Create/format databases

02.06.07.02 Enter elements/data into databases

02.06.07.03 Design report formats

02.06.07.04 Apply database management system (DBMS) command menu

02.06.07.05 Export database files to word-processing and desktop publishing files

02.06.07.06 Save/store databases

02.06.07.07 Print reports

02.06.07.08 Manipulate data using field templates and picture formats

02.06.07.09 Copy files and file structures

02.06.07.10 Perform multiple sorts and indexes on records

02.06.07.11 Manipulate database records (e.g., append, modify, and delete)

02.06.07.12 Modify database structure

02.06.07.13 Delete files

02.06.07.14 Determine whether two or more databases can be used together

02.06.07.15 Merge or append two or more databases

02.06.07.16 Update multiple databases using query, sort, and index techniques

Key Indicators-Foundation:

02.06.07.17 Gather information needed to create usable database files according to company needs

02.06.07.18 Follow written and oral instructions and specification for preparing databases

02.06.07.19 Perform special database functions (e.g., merge, sort, purge, query, report)

02.06.08.0 Demonstrate Internet/Intranet procedures

Key Indicators-Specialty:

02.06.08.01 Demonstrate basic knowledge of the Internet

02.06.08.02 Describe the hardware components used on the Internet/Intranet

02.06.08.03 Access the Internet/Intranet

02.06.08.04 Use various software on the Internet/Intranet

02.06.08.05 Use browsers/search engines on the Internet
02.06.08.06 Describe the features of plug-ins
02.06.08.07 Demonstrate downloading of files
02.06.08.08 Filter information from the web for validity and usefulness
02.06.08.09 Follow the legal and ethical requirements when using Internet resources
02.06.08.10 Abide by company procedures when using the Internet

02.06.09.0 Develop a web page

Key Indicators-Specialty:

02.06.09.01 Compare/contrast the features and functions of software editors available for designing web pages
02.06.09.02 Compare/contrast the advantages of running inhouse server vs. using a server provider
02.06.09.03 Differentiate between a client and a server
02.06.09.04 Create a web page using commercial software
02.06.09.05 Maintain a web page

02.06.10.0 Reproduce documents

Key Indicators-Specialty:

02.06.10.01 Reproduce documents
02.06.10.02 Bind documents
02.06.10.03 Distribute documents
02.06.10.04 Select reprographic supplies (e.g., paper, ink, staples)

Key Indicators-Foundation:

02.06.10.05 Determine best reprographic method
02.06.10.06 Maintain reprographic equipment
02.06.10.07 Troubleshoot equipment problems

02.07.00.0 Professional and Career Development

02.07.01.0 Demonstrate behaviors appropriate to business

Key Indicators-Specialty:

02.07.01.01 Exhibit appropriate appearance/manners/attitudes
02.07.01.02 Exhibit good work habits (e.g., punctuality, dependability, flexibility, initiative)
02.07.01.03 Manage stress
02.07.01.04 Demonstrate personal skills (e.g., empathy, pride, loyalty, and self-confidence)

02.07.02.0 Achieve goals (personal and organizational)

Key Indicators-Specialty:

02.07.02.01 Identify organizational goals
02.07.02.02 Develop personal goals related to goals set by employer
02.07.02.03 Set standards for each goal
02.07.02.04 Monitor progress toward accomplishing goals
02.07.02.05 Evaluate accomplished goals
02.07.02.06 Document accomplished goals
02.07.02.07 Participate in a continuous quality improvement program (e.g., ISO 2000, Baldrige, Steven Covey, Disney)

02.07.03.0 Demonstrate teamwork

Key Indicators-Specialty:

02.07.03.01 Define teamwork
02.07.03.02 Identify situations needed for using teams
02.07.03.03 Define team structures (e.g., cross functional, quality improvement, task force, quality circles)

02.07.03.04 Identify team-building concepts
02.07.03.05 Use teamwork to solve problems
02.07.03.06 Monitor team activities

02.07.04.0 Manage projects and assignments

Key Indicators-Specialty:

02.07.04.01 Assess quality/productivity needs
02.07.04.02 Identify tasks
02.07.04.03 Prioritize tasks
02.07.04.04 Determine resources needed to fulfill projects/assignments
02.07.04.05 Develop a plan for efficient use of workspace
02.07.04.06 Prepare feasibility studies
02.07.04.07 Follow project-planning procedures
02.07.04.08 Develop project plans
02.07.04.09 Solve work flow/operations problems using problem-solving, decision-making, and critical-thinking skills
02.07.04.10 Use time management techniques
02.07.04.11 Use appropriate work procedures and technology (project management software)
02.07.04.12 Prepare productivity and project completion reports

02.07.05.0 Explore careers within the field of Administrative Office Technology

Key Indicators-Foundation:

02.07.05.01 Analyze trends and issues in business affecting potential careers
02.07.05.02 Demonstrate knowledge of careers within the business field
02.07.05.03 Explore specific Administrative Office Technology career interests
02.07.05.04 Research projected growth and availability of various careers

02.07.06.0 Develop career choices

Key Indicators-Specialty:

02.07.06.01 Define career options in area of training
02.07.06.02 Identify personal interests and skills
02.07.06.03 Explain how one's personal ideas impact career choice
02.07.06.04 Explain transferable skills as they apply to a variety of career options
02.07.06.05 Examine nontraditional career choices
02.07.06.06 Examine entrepreneurial career choices
02.07.06.07 Identify emerging occupations within Administrative Office Technologies
02.07.06.08 Develop a career plan with timelines

02.07.07.0 Develop a personal financial plan

Key Indicators-Specialty:

02.07.07.01 Identify short-term and long-term goals
02.07.07.02 Project personal financial requirements for short-term and long-term goals
02.07.07.03 Identify personal assets and liabilities
02.07.07.04 Evaluate impact of taxes on personal income
02.07.07.05 Complete/file federal and state income tax documents
02.07.07.06 Write a personal financial plan
02.07.07.07 Identify investment strategies needed for future expenses (i.e., insurance, 401K, IRA)

02.07.08.0 Seek employment in the business field

Key Indicators-Specialty:

02.07.08.01 Identify resources to find job openings

02.07.08.02 Complete job application accurately and legibly including phone numbers, references, and accurate

02.07.08.03 Secure permission for job and personal references

02.07.08.04 Apply for a job

02.07.08.05 Participate in a job interview

02.07.08.06 Follow-up interview with appropriate responses (i.e., thank you letters, additional information, phone calls)

Key Indicators-Foundation:

02.07.08.07 Prepare documentation needed for obtaining a position (e.g., resume, portfolio, cover letter)

02.07.08.08 Update documents needed for business employment

02.07.08.09 Compile documents in a professional manner

02.07.08.10 Identify employment opportunities

02.07.08.11 Dress appropriately for job interview

02.07.09.0 Plan for professional development

Key Indicators-Foundation:

02.07.09.01 Identify the role of professional organizations in the professional development process

02.07.09.02 Reading professional publications to keep professionally current

02.07.09.03 Determine the benefits to business of employees' belonging to professional organizations

02.07.10.0 Manage professional career

Key Indicators-Specialty:

02.07.10.01 Participate in selected meetings, workshops, conferences, and formal education and/or training programs

02.07.10.02 Implement changes in behavior in response to constructive criticism provided on career plan

02.07.10.03 Seek mentor at work

02.07.10.04 Participate in professional development activities

02.07.10.05 Identify meetings, workshops, and conferences related to career growth plans

02.07.10.06 Identify ongoing formal education and/or training opportunities related to career growth plans

02.07.10.07 Participate in evaluation

02.07.10.08 Participate in professional and civic organizations

02.07.10.09 Maintain own professional library (books and periodicals)

Key Indicators-Foundation:

02.07.10.10 Set personal goals

02.07.10.11 Develop skills and characteristics desired by business employers

02.07.10.12 Identify possible advancement patterns in business careers including cross-training

02.07.10.13 Monitor progress toward personal goals

02.07.10.14 Plan for career growth, (i.e., locally, nationally, and internationally)

02.07.11.0 Examine personnel management concepts

Key Indicators-Foundation:

02.07.11.01 Identify effective skills and strategies for working with organizations and groups of people

02.07.11.02 Identify the kinds of rewards, incentives, and motivators people seek at work

02.07.11.03 Identify the roles of formal and informal groups within organizations

02.07.12.0 Analyze personnel policies and procedures

Key Indicators-Foundation:

02.07.12.01 Identify company rules and regulations
02.07.12.02 Identify professional development guidelines within an organization
02.07.12.03 Identify appropriate training plan for an organization
02.07.12.04 Evaluate training effectiveness for employees

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